

Monitor

MODEL/ATOM II

A publication of the Missouri Department of Higher Education

February 20, 2004

Overview of the conversion

Final Processing: March 30-31, 2004

Guarantec will perform their final processing on March 30, 2004. On the following business day, March 31, 2004, Guarantec will work to resolve incomplete records and begin month-end processing. Two sets of tapes containing the MDHE data will be created and delivered to the ASA team to begin the conversion steps. One set of tapes will be delivered via courier and the second set shipped by mail for back-up.

Cutover Period: April 1-12, 2004

During this time, the MDHE begins their cutover period and the ASA team will extract the Guarantec data. Once the data extraction is complete, ASA will begin loading the files held during the conversion period onto the MODEL system. Back files and work will be processed in the date order they were received.

Example: CL APP Send files received April 1, 2004, and April 2, 2004

ASA will process the April 1, 2004, files to the MODEL system, generate the appropriate response files, run a nightly batch, and then move the system date to April 2, 2004. Next they will begin feeding files and work received on April 2, 2004, moving the system date to April 3, 2004. The steps described are repeated for each day files are held.

ASA will process multiple processing days in a single business day until the system date is aligned with actual calendar date. When the alignment is achieved, the cutover period has ended, the MDHE is live and in production. Files sent April 12, 2004, will process as they are received in real time on April 12, 2004.

Database and technical information

It is important to know that the MDHE system is a separate database from the ASA database. All of the MDHE data resides on separate hardware, a separate version of the software, and is managed by a separate group of technical support experts at ASA. This set up ensures that the data intended for the MDHE is not loaded or processed under ASA.

The MDHE database and the data center operation reside in Boston. The MDHE will access their data using a T1 line and the Internet for processing updates to their data. Processing performed by the MDHE staff will instantly update the database as if they were located in Boston. Additionally, in Boston, ASA will manage the MODEL Direct and MODEL Gateway on behalf of the MDHE.

What's coming up?

January - February

Customer Acceptance Testing (CAT)

late February - early March

Training

April 1-12

Conversion

April 12

Go Live!

Lender profiles

Back in April 2003, ASA began training the MDHE staff on the workings of the system profile which is a critical aspect of the system. Complete and accurate profiles for each MDHE lender and school will provide a successful conversion. Jenny Huthman, along with MDHE staff, has just about completed compiling each lender and servicer's profile; however there is still a handful outstanding. It is imperative that any entity that has not completed a profile form do so as soon as possible. You may contact Jenny Huthman, Guarantor Client Manager for ASA at (660) 248-9937.

Missing or incomplete profiles will prevent a lender from performing CAT testing prior to the go live date, possibly resulting in a negative impact on school clients.

Check out
**[www.dhe.mo.gov/
model/index.htm](http://www.dhe.mo.gov/model/index.htm)**

If you have any questions about MODEL and ATOM II, check out the MODEL web site at www.dhe.mo.gov/model/index.htm for background information, frequently asked questions, contact information, training schedule, and more. It has a wealth of information and it was built for you.

What you should know for the conversion

Disbursement Invoicing/Rosters

Rosters from the new ATOM II disbursement system will be generated on or around April 15-16. No invoicing/rosters for the new ATOM II will occur or be produced during the cutover period. However, during the cutover period, you may continue to receive invoicing/funding from the existing ATOM system. The rule of thumb to determine which system will generate the disbursements is as follows:

Guarantee date prior to April 1, 2004: The disbursement is scheduled in the existing ATOM system.

Guarantee date on or after April 1, 2004: The disbursement is scheduled in the new ATOM II system.

For a short time, post-conversion, lenders and schools may receive invoices and rosters from both systems. The MDHE will be assisting lenders and schools with identifying records in ATOM that are pending PNOTE Validation. The ATOM staff will continue to process manual PNOTE updates received via phone, fax, and email. The ATOM PNOTE feed will be discontinued as of April 1, 2004, but a new feed PNOTE feed for ATOM II has been built by ASA.

It is also important to know that during the conversion, ASA has been able to capture and convert the valid PNOTE indicator to the MODEL system. Capturing this information eliminates the need for lenders to re-verify valid promissory notes for future disbursements.

PNOTE Validation

ASA modified the file layout to capture key data elements to promote smooth serial loan processing following the go live date. The existing layout now accepts the borrower signature date and the loan type. Lenders can obtain the file layout specification from the MODEL web site.

Additionally, for those lenders that choose not to use the electronic file for the PNOTE validation, ASA will accept the updates via email, fax, or phone. The updates can also be processed by the MDHE ATOM II staff.

LOA OVERLAY

In the conversion process the new system will replace the current INS ID with a unique Loan ID. Loans guaranteed on the new MODEL system will automatically be assigned this LOA ID, but for those loans converted to MODEL, ASA will be assigning a LOA ID, eliminating the INS ID. In the best interest of the lenders and various processing routines that use unique IDS, ASA developed a process called the LOA OVERLAY.

The LOA OVERLAY uses the lender manifest submission and where there is a match tags the file with the LOA ID. If there is no match the file is tagged NO MATCH. This file is returned to the lender so they can overlay the INS ID with the new MODEL LOA ID. The LOA OVERLAY is not required for conversion, but has proven to be an excellent tool for lenders.

Lender Manifest Submissions

ASA is set to receive monthly manifest submissions on behalf of MDHE lender clients. If your agency is currently on a quarterly cycle and would like to move to a monthly cycle, please contact Brian Hamilton at (800) 999-9080, ext. 4240.

MODEL Gateway

The Gateway is a tool for school clients to send loan application information to foreign guarantors. Lenders will not have access to this product to upload CommonLine files or add loan information for foreign guarantors; however, lenders will have the ability to add loans for guarantee using the Add a loan functionality in MODEL Direct.

Add a Loan via the Web

Lenders will have the ability to enter school certifications via MODEL Direct on behalf of their school clients. Access to the functionality and any individual add a loan processing via the web will be available as of the go live date, April 12, 2004.

Please be sure to visit the MODEL web site to complete a user access form or contact, Jenny Huthman, Client Manager for ASA at (660) 248-9937.

For questions....

regarding conversion to MODEL, contact:

Scott Giles
Director of Missouri Student Loan Group
(573) 522-1318
scott.giles@dhe.mo.gov

Susanne Medley
Director of Communications and Customer Assistance
(573) 522-1377
susanne.medley@dhe.mo.gov

Jenny Huthman
Guarantor Client Manager
American Student Assistance (ASA)
(660) 248-9937
jhuthman@amsa.com

regarding ATOM II, contact:

Keith Broadus
Senior Associate of Technology
(573) 526-0876
keith.broadus@dhe.mo.gov

regarding system requirements, contact:

Gina Hodge
Director of Information Technology
(573) 526-1583
gina.hodge@dhe.mo.gov